**Patient / Client Navigator**

The Client Navigator must possess strong written and verbal communication skills; with the ability to problem solve while showing compassion and have crisis management capabilities. The ideal candidate for this position must be culturally sensitive and committed to working with clients from various backgrounds including those with serious illnesses, addictions, disabilities, and varying socio-economic levels. In addition, the candidate must be organized, have conflict resolution skills, and have a good understanding of government programs, support networks, and community resources.

**Primary Duties and Responsibilities:**

* Your new responsibilities will include but are not limited to:
* Contact clients over the phone to assist in setting up health and wellness appointments as well as Destination Tomorrow appointments and provide reminder phone calls prior to every appointment.
* Work with clients, providers, and Destination Tomorrow care team to set goals for client’s care.
* Provide navigation for client by addressing any logistical barriers, scheduling complications, childcare needs, etc. that would prevent a client from showing up at their appointment.
* Address any relevant insurance concerns or issues by connecting clients with appropriate resources and team members.
* Assist client in connecting with necessary supportive care services, psychosocial and palliative care, and social work.
* Provide education about Destination Tomorrow services, and when appropriate, assist client in connecting with care to those services team about available services and resources to support participation.
* Provide culturally sensitive services to clients from different cultures.
* Accompany/escort clients to specialty services when needed to provide support and advocacy. Be able to present the Support Services team and Destination Tomorrow at various outreach and engagement activities.
* Maintain regular communication with the client’s providers through clinical messages in EPIC and via emails, phone calls, and case review meetings.
* Refer to internal or external case management services when other issues are identified (i.e. hunger issues, domestic violence issues, etc.)
* Provide advocacy, client education, and support in accessing community-based and hospital-based programs.
* Document every intervention into the appropriate electronic medical/filing record (Titanium, AIRS etc.)
* Develop and maintain a strong working relationship with the Support Services Team
* Work with medical interpreters to reach clients of other languages.
* Produce mid-year and end-of-the-year reports on program activities compiling data from databases and writing up case examples. Be involved in evaluation and research activities in the program as needed.
* Make home visits when needed to re-engage clients into care
* Other duties as assigned.